



**2021 Guest & Team Member  
Health & Safety  
COVID-19 Recovery Plan**



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## **1 Team Member & Guest Health and Safety**

The following initiatives are key to our success in ensuring the safety of all of our guests and team members. While these are significant changes from the fundamentals of how any hotel in the industry has operated prior to COVID-19, we are committed to continuing these initiatives until they are no longer necessary.

### **Social Distancing**

Since our state and local government authorities have lifted all mandates, social distancing will be exercised as a preference by each guest.

### **Hand Sanitizer**

We will continue to provide hand sanitizer stations in various public areas and back-of-the-house areas for the convenience of both our guests and employees (Noting and encouraging that hand washing with soap and water is still the method of choice. Employees will be encouraged to wash their hands every 30 minutes.)

### **Signage**

Signage will continue to be placed in our lobby that provides information relative to CDC tips for safe traveling and safety measures for you to be aware of during your stay. The main channel of our guestroom TVs (where applicable) also displays any relevant information for reference.

### **Frequent Schedules of Sanitizing**

Guest rooms, public washrooms, all facility outlets such as food & beverage areas, fitness center, game room, all public areas front and back-of-the-house will continue to be sanitized upholding an increased schedule of frequency as practiced during COVID-19.

### **For Our Guests**

In conjunction with our state and local government authorities regarding COVID-19, please be advised that the wearing of face masks is now optional within all areas of the resort.



## **2 Employee Responsibilities**

Our Employees have been advised to stay at home if they do not feel well, as recommended by the [CDC](#). For those Employees that come to work sick, they will be immediately sent home and are required to provide a medical authorization in order to return to work.

### **Hand Washing**

The protocols learned during COVID-19 have caused us to continue proper hygiene and frequent handwashing with soap and water. PHM team members have been instructed to wash their hands often with soap and water for at least 20 seconds especially after having been in a public area, or after blowing their nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol and be sure to cover all surfaces of their hands and rub them together until they feel dry. They have also been instructed to avoid touching their eyes, noses, and mouths with unwashed hands.

### **Personal Protective Equipment (PPE)**

Based upon state and local government authorities lifting all restrictions relative to COVID-19, personal protective equipment is an elective at all our resorts.

## **3 What Our Guests Can Expect**

### **Upon Arrival**

Signage is conveniently placed at our front desks and in our lobbies so that guests may review health and safety information as they wait to be checked in.

## **4 Company Culture of Cleanliness**

Maintaining a high level of cleanliness is a challenge for all industries and individuals. Any parent knows how quickly their day of home cleaning can be impacted in just moments by their children. The same applies to our housekeeping teams. A Team Member can clean an area, walk away to clean another area, and someone can immediately enter the recently cleaned space and make it look like it was never cleaned. That is why all Team Members in the company are committed to meeting this challenge.

Though the bulk of cleaning tasks will be handled by the housekeeping team, the entire hotel team is committed to maintaining the highest levels of cleanliness.

### **Cleaning Products and Protocols**

Our hotels use cleaning products and protocols which meet both CDC and EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

### **Public Spaces and Common Areas**

The frequency of cleaning and sanitizing will continue to be enforced in all public areas with an emphasis on frequent touchpoint surfaces.



### **Guest Rooms**

Industry leading cleaning and sanitizing protocols are used to clean Guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Housekeepers will wash their hands or use hand sanitizer after every room cleaning. Practicing good hand hygiene is one of the best ways to prevent the spread of pathogens.

### **Back of the House**

The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the Team Member breakrooms, Team Member entrances, restrooms, loading docks, offices, kitchens etc. Hand sanitizing stations will be placed in back of house areas for Employees to use in addition to the increased frequency of cleaning.

### **Shared Equipment**

Shared tools and equipment are sanitized before, during and after each shift or anytime the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen instruments, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property. This also includes shared food and beverage equipment in back of the house office, pantries including shared coffee brewers.

## **5 Social Distancing Stanchions**

Our state and local government authorities have lifted all restrictions relative to COVID-19. Therefore, whenever stanchions are observed in the areas of operations, any measures of social distancing are no longer required.

### **Meeting and Convention Spaces**

In keeping with state and local guidance and the lifting of all COVID-19 restrictions, meetings and special events will resume normal operations with an emphasis on proper hygiene and additional safety measures to prevent the spread of pathogens. However, that does not preclude any meeting planner requests to socially distance an event from being accommodating by our sales and banquet teams.

### **Pools & Water Parks**

Due to the lifting of all COVID-19 restrictions by our state and local government, our pool and water parks will resume normal operations.